GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:782
ANSWERED ON:06.03.2002
IRREGULARITIES IN KENDRIYA BHANDAR
RAGHUNATH JHA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether any complaint were received in the Kendriya Bhandar about charging of higher rates, supply of poor quality and corruption/irregularities during 2001-2002; and

(b) if so, the details thereof and the action taken thereon?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a)&(b): Yes Sir. During the year 2001-2002, 7 complaints have been received in Kendriya Bhandar from Central Government Departments/other sources relating to charging of higher rates or inferior quality of goods supplied to the concerned department.

The details of complaints and action taken thereon by Kendriya Bhandar are given in the enclosed statement (Annexure).

Annexure-I

STATEMENT REFERRED TO IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO. 782 BY RAGHUNATH JHA, MP FOR ANSWER ON 6.3.2002.

LIST OF COMPLAINTS RECEIVED FROM GOVERNMENT DEPARTMENTS/OTHER SOURCES

Sl. No.	Name of the complaints/Department	Date of complaint	Issue involved	Action taken
1.	Registrar General, New Delhi.	18.12.01	Regarding supply of inferior quality of Master Roll (10 in number) and Ink Cartridge (60 in number) supplied by Gestetner.	Investigation has been completed. Supplier has been asked to replace goods within 7 days without insisting on their taking back of the defective goods supplied by them. However, the supplier has made a request that he may be allowed to lift the entire quantity from the customers premises except one piece of each of Ink Cartridge and Master Roll. This is under examination.
2.	Executive officer Department of Lighthouse & Lightship, Min. of Surface Transport, Noida (UP).	18.12.01	Regarding supply of inferior quality of Towels. The supplier has replaced towels and the customer has certified that he is satisfied with the quality of the towels received in replacement of towels supplied originally.	

3. Telecomunication consultants India Ltd. 14.02.02 Regarding supply of poor quality manufactured goods at higher rate. The complaint has been received recently and it is under investigation.

4. AG(Audit) Accounts Entitlement-II February,02 Supply of Water Well Tank of MP & Chattisgarh. 550 Ltr. at exorbitant price. The complaint is under investigation.

5. Bharat Sanchar Nigam Ltd., Aurangabad. 08.02.02 Regarding replacement of 4.0 GB defective Hard disk & Mother Board of PC o/o AE(E) BSNL Nanded. R.M. Mumbai has been directed to ask supplier to attend to the complaint and replace the requisite part of the computer supplied to office of Executive Engineer (E), BSNL Electrical Division Aurangabed.

6. Delegate of Kendriya Bhandar. 12.02.02 Regarding procurement and sale of HP consumables at higher prices. The complaint has been recently received and the matter is under investigation.

7. Delegate of Kendriya Bhandar handed over papers in respect of supply of undersized clip Board to Dte. of Census operation, Rajasthan. Dcember,01 Regarding supply of undersized Clip Boards to Dte. of Census operation Rajasthan. Complaint is under investigation.